

**VERIZON**  
**UP TO SPEED LIVE**  
September 19, 2022 12:00 PM ET

>> HEY, V-TEAM, HAPPY MONDAY.

I HOPE YOU ENJOYED YOUR WEEKENDS!

ALL RIGHT.

LET'S GET STARTED HERE, BECAUSE WE KNOW RELIABILITY IS THE NUMBER ONE THING CUSTOMERS LOOK FOR IN A WIRELESS NETWORK, AND RELIABILITY IS WHAT WE DELIVER. WE'VE REMAINED THE STANDARD FOR NETWORK RELIABILITY, PROVIDING CUSTOMERS THE MOST RELIABLE 5G EXPERIENCE IN THE U.S. FOR THE THIRD CONSECUTIVE YEAR, ACCORDING TO ROOT METRICS, AND VERIZON WAS THE MOST-AWARDED BRAND FOR WIRELESS NETWORK QUALITY FOR THE 29TH TIME IN A ROW FROM JD POWER. BUT WHAT EXACTLY MAKES OUR NETWORK SO RELIABLE? WELL, RECENTLY I CAUGHT UP WITH CHIEF ENGINEER LYNN COX TO FIND OUT. LET'S TAKE A LOOK.

>> HEY, V-TEAM.

WE'RE BACK WITH THREE QUESTIONS WITH OUR NEW SERIES WHERE WE HEAR IMPORTANT UPDATES WITH OUR LEADERS, AND TODAY I'M HERE WITH LYNN COX, OUR CHIEF ENGINEER OF THE GLOBAL NETWORK AND TECHNOLOGY ORGANIZATION, AND I'M SO GLAD TO HAVE YOU HERE, LYNN.

>> THANK YOU.

>> THANK YOU FOR JOINING US.

>> ABSOLUTELY. HAPPY TO BE HERE.

>> SO, FIRST THINGS FIRST, CAN YOU TELL ME WHAT'S NEW?

>> OH, THAT'S A BIG QUESTION.

THERE'S ALWAYS SO MUCH GOING ON IN NETWORK.  
BUT WHAT I THOUGHT I WOULD TELL  
YOU ABOUT TODAY IS WE ALWAYS  
TALK ABOUT HAVING THE BEST  
NETWORK, AND VERIZON IS THE LEADER IN THE INDUSTRY.  
BUT I THINK PEOPLE TAKE FOR GRANTED THAT THAT JUST HAPPENS,  
AND IT DOESN'T JUST HAPPEN.  
THERE'S SO MUCH BEHIND THE  
SCENES THAT WE DO TO MAKE SURE  
WE MAINTAIN THAT BRAND SUPERIORITY.  
YOU KNOW, THERE ARE THINGS LIKE ADVANCED TECHNOLOGIES.  
THERE'S A LOT HAPPENING WITH HOW  
WE'RE DEPLOYING OUR NETWORK, NEW ARCHITECTURE.  
WE -- YOU KNOW, WE RECENTLY  
ANNOUNCED WE HAVE MORE THAN  
8,000 OF OUR CELL SITES THAT ARE  
VIRTUALIZED, SO, YOU KNOW, FOR THOSE OF YOU OUT THERE THAT  
DON'T KNOW WHAT THAT MEANS, A LITTLE GEEK-OUT FOR YOU, WE ARE  
DECOUPLING OUR HARDWARE AND OUR  
SOFTWARE TO GIVE US MORE FLEXIBILITY, MORE AGILITY,  
BETTER COST STRUCTURE OVER TIME,  
AND THAT REALLY ALL TRANSLATES ALSO IN TO BETTER PERFORMANCE.  
SO, YOU KNOW, ADVANCED  
TECHNOLOGY, WE ALWAYS SAY WE ARE  
THE INDUSTRY LEADER, AND WE KIND  
OF SET THE TREND FOR WHERE TECHNOLOGY IS GOING.  
THE OTHER IS WE HAVE A VERY, VERY ROBUST FIBER DEPLOYMENT.  
YOU KNOW, MANY OF YOU HAVE HEARD  
OF THE ONE FIBER INITIATIVE THAT WE HAVE, MORE THAN, YOU KNOW,  
NOW ALMOST 48 PERCENT OF OUR

CELL SITES ARE ON OUR OWN FIBER BACKBONE.  
SO WHEN YOU THINK ABOUT THE  
OWNER ECONOMICS OF THAT FOR THE BUSINESS, BUT ALSO, FOR PEOPLE  
IN THE NETWORK, IT'S WHEN WE THINK ABOUT THE SPEED WITH WHICH  
WE NEED TO MAKE CHANGES, UPGRADE BANDWIDTH.  
IF THERE'S AN OUTAGE OR ANY  
ISSUES, WE MAINTAIN OUR OWN FIBER.  
SO THERE'S A LOT OF BENEFITS TO  
HAVING A REALLY, REALLY ROBUST FIBER NETWORK, AND FOR PEOPLE,  
WHEN YOU THINK ABOUT FIBER, IT'S THAT CONNECTIVITY LAYER.  
THINK ABOUT IT AS THE TISSUES  
THAT CONNECT THE VARIOUS COMPONENTS OF THE NETWORK.  
AND THE MORE THAT WE OWN AND WE  
CAN OPERATE OUR OWN NETWORK, THE FASTER WE CAN RESOLVE THINGS,  
AGAIN, THE BETTER OWNER  
ECONOMICS, AND JUST THE SPEED WITH WHICH WE CAN MOVE.  
THIRD, I GUESS I WOULD SAY IS  
THINK ABOUT THE HIGHWAYS IN THE SKY, THE SPECTRUM.  
WE HAVE AN UNBELIEVABLE SPECTRUM PORTFOLIO, YOU KNOW,  
INDUSTRY-LEADING SPECTRUM,  
WHETHER IT BE LOW BAND, MID BAND, HIGH BAND, AND AS WE'RE  
DEPLOYING MORE AND MORE OF THAT SPECTRUM, SPECIFICALLY C-BAND,  
YOU KNOW, WE'VE LAUNCHED WITH ONLY 60 MEGAHERTZ.  
WHAT WE ACQUIRED IN THE AUCTION  
IS UP TO 200 MEGAHERTZ, SO WE ARE JUST GETTING STARTED.  
ALL OF THE DEPLOYMENT YOU'VE  
SEEN THROUGH THE FIRST HALF OF  
THE YEAR HAS BEEN ON THAT 60 MEGAHERTZ.  
IN JULY, WE STARTED TO GO TO 100  
MEGAHERTZ IN SOME SITES, AND THEN BY THE END OF NEXT YEAR,

WE'LL GET UP TO THAT AVERAGE OF  
160 IN SOME AREAS, UP TO 200, SO MORE THAN TRIPLING, ESSENTIALLY,  
THE CAPACITY AND THE EXPERIENCE  
THAT OUR CUSTOMERS ARE REALIZING.  
AND I WOULD BE REMISS IF I DIDN'T GIVE YOU A NUMBER FOUR OF  
THE THINGS THAT DIFFERENTIATE US  
AND HOW WE MAKE SURE WE HAVE THE  
BEST BRAND, AND THAT'S REALLY OUR EMPLOYEES.  
WE HAVE THE BEST ENGINEERS AND  
THE BEST TECHNICIANS IN THE BUSINESS, AND THEY OBSESS EVERY  
SINGLE DAY ABOUT THE CUSTOMER  
EXPERIENCE, HOW DO WE PLAN AND  
DESIGN THOSE NETWORKS, AND ONCE THEY'RE UP AND ACTIVE, HOW DO WE  
KEEP THEM UP AND ACTIVE AND MAINTAIN THEM.  
SO OUR TEAM IS THE BEST IN THE BUSINESS.

>> WELL, IT SOUNDS LIKE WE'RE

DOING A LOT TO MAINTAIN OUR NETWORK PERFORMANCE.

CAN YOU TELL ME ABOUT HOW THIS  
FITS WITHIN OUR OVERALL STRATEGY?

>> OH, ABSOLUTELY.

I MEAN, THINK ABOUT WHAT OUR STRATEGY IS.

IT IS THE NUMBER 1 NETWORK IN  
THE COUNTRY, AND WE ARE NOT GOING TO LOSE THAT LEAD.

WE HAVE PEOPLE WORKING VERY,  
VERY HARD EVERY DAY, TESTING OUR NETWORK, DEPLOYING OUR NETWORK,  
OPTIMIZING OUR NETWORK.

SO I ALWAYS SAY, YOU KNOW, ALL  
OF THOSE THINGS THAT I COVERED ARE JUST THE THINGS THAT WE DO  
AS ENGINEERS IN THIS BUSINESS TO MAKE SURE WE HAVE THE BEST  
NETWORK, WE MAINTAIN OUR LEAD

WHEN WE HAVE OUR THIRD-PARTY TESTING OUT THERE DOING THE DRIVES, WE KNOW THAT WE'RE GOING TO BE AT THE TOP.

IT'S, YOU KNOW, TO ME, IT'S JUST

A PERFECT ALIGNMENT WITH OUR STRATEGY, AND IF MY TEAM HAS ANYTHING TO DO ABOUT IT, WHICH WE DO, WE WILL NEVER LOSE THAT LEAD.

>> WELL, SPEAKING OF TEAM, THIS IS THE LAST QUESTION.

WHAT CAN THE V-TEAM DO TO HELP?

>> I ACTUALLY LOVE THAT QUESTION. SO THANK YOU FOR ASKING.

REALLY, WHAT THE V-TEAM CAN DO

WITH EVERY SINGLE ONE OF YOU

NEED TO BE OUR BIGGEST ADVOCATES.

YOU HAVE TO -- YOU HAVE TO

UNDERSTAND WHAT OUR BRAND IS

BUILT ON, AND YOU NEED TO BE OUR SALESPEOPLE.

KNOW WE HAVE THE BEST NETWORK,

ADVOCATE FOR THAT NETWORK, IF YOU HAVE A PROBLEM, JOE RUSSO

WAS RECENTLY ON, HE TALKED ABOUT

THE LAUNCH OF THE NEW FEATURE IN THE APP AND THE MY VERIZON APP,

SO, YOU KNOW, PEOPLE ALWAYS SAY,

OH, DO WE HAVE PROBLEMS IN THE NETWORK?

YES!

EVERY DAY.

THIS IS WHAT WE DO.

WE FIND PROBLEMS.

WE FIX PROBLEMS.

THIS IS HOW WE MAKE OUR NETWORK THE BEST.

SO IF YOU'RE EXPERIENCING AN ISSUE AS A CUSTOMER, USE THAT

APP TO REPORT YOUR PERFORMANCE

ISSUE, BUT MAKE SURE YOU ARE OUR

BIGGEST CHAMPIONS AND ADVOCATES OF BEING THE BEST NETWORK.

>> THANKS, LYNN.

FOR A GREAT CONVERSATION, BREAKING DOWN OUR NETWORK.  
OKAY. NOW MOVING ON TO A TOPIC I LOVE,  
CITIZEN VERIZON, OUR RESPONSIBLE  
BUSINESS PLAN FOR ECONOMIC,  
ENVIRONMENTAL AND SOCIAL ADVANCEMENT.  
AND PART OF CITIZEN VERIZON IS  
VERIZON INNOVATIVE LEARNING, AN INITIATIVE THAT PROVIDES FREE  
TECHNOLOGY, INTERNET ACCESS AND  
RESOURCES TO SOME OF THE MOST  
VULNERABLE YOUNG PEOPLE NATIONWIDE.  
AND THIS YEAR WE'RE CELEBRATING  
TEN YEARS OF VERIZON INNOVATIVE LEARNING BY SHARING THE STORIES  
OF REAL STUDENTS AND THEIR EDUCATIONAL JOURNEYS.

THE CAMPAIGN FEATURES FOUR

LONG-FORM SPOTS FEATURING OVER ONE MILLION TRUE STORIES.

LET'S MEET MINU.

MINU WAS ONE OF THE FIRST STUDENTS IN THE VERIZON  
INNOVATIVE LEARNING PROGRAM AT HER SCHOOL IN PHILADELPHIA,

PENNSYLVANIA, AND NOW SHE'S A FUTURE TECH  
LEADER DETERMINED TO PAVE THE  
WAY FOR MORE GIRLS TO FOLLOW HER FOOTSTEPS.

LET'S TAKE A LOOK.

>> MINU WAS ALWAYS SO SHY AND NOT VERY OUTSPOKEN.

>> GROWING UP, ALWAYS LIKE SO QUIET.

>> I ALWAYS HAD THAT, LIKE, CURIOUS MIND, BUT I NEVER BROKE  
OUT OF MY SHELL.

>> MINU WAS ONE OF THE FIRST STUDENTS IN THE VERIZON  
INNOVATIVE LEARNING PROGRAM.

IT TOTALLY CHANGED OUR SCHOOL.

IT CHANGED THE CULTURE OF LEARNING.

AND IT ALLOWED, MOST IMPORTANTLY, FOR STUDENTS TO  
BECOME LEADERS.

>> SUDDENLY, I GET EXPOSED TO THIS TECHNOLOGY.

IT WAS LIKE, HEY, THIS IS -- THIS IS WHERE YOU BELONG.

TODAY, I'M A SENIOR AT TEMPLE

UNIVERSITY, MAJORING IN

INFORMATION SCIENCE AND TECHNOLOGY.

TECHNOLOGY HAS REALLY EVOLVED IN SPORTS.

YOU HAVE THAT TEAM THAT WORKS

BEHIND THE SCENES AND IS LOOKING

AT HOW DID THE FORCE OF IMPACT ON THE VELOCITY OF THIS HIT

THROW THE PLAYER BACK, OR TO THE GROUND.

>> THAT WAS A GOOD ONE!

>> TECHNOLOGY IS PROMINENTLY

DOMINATED BY MALES, AND WOMEN,

WE NEED TO GET UP AND BREAK

THIS, BECAUSE WE ALL HAVE THAT INNER TECHIE IN US.

>> HOW MANY WOMEN ARE INTERESTED IN A TECH CAREER?

>> BEFORE VERIZON INNOVATIVE

LEARNING PROGRAM CAME TO OUR SCHOOL, WE USED TO THINK OF

PEOPLE IN TECHNOLOGY AND SCIENCE

AND STEM, YOU KNOW, WERE ONE TYPE OF STUDENT.

AND NOW, IT CAN BE ANYBODY.

>> TO ALL THE GIRLS OUT THERE,

THE OPPORTUNITIES ARE ENDLESS. DON'T LET A BARRIER STOP YOU.

CRUSH THROUGH IT, AND TAKE THAT STEP TOWARD THE FUTURE.

>> MINU, THANK YOU FOR SHARING YOUR INSPIRING STORY, AND YOU CAN ALSO  
CATCH MINU AT

GLOBAL CITIZEN, WHERE SHE WILL  
BE ON STAGE WITH CHIEF CORPORATE  
SOCIAL RESPONSIBILITY LEADER ROSE STUCKEY KIRK ON SATURDAY, SEPTEMBER 24TH.

AND YOU CAN VIEW THE LIVE STREAM ON YOUTUBE AND TWITTER.

NOW, DO YOU ALL REMEMBER WHEN WE USED TO SIGN  
YEARBOOKS TO SHARE OUR WELL WISHES AND LOOK BACK ON THE YEAR?

WELL, WITH THE BOUNDLESS

YEARBOOK YOU CAN DO THE SAME FOR

STUDENTS LIKE MINU WHO HAVE BEEN

THROUGH OUR VERIZON INNOVATIVE LEARNING PROGRAM.

IT LOOKS BACK ON THE LAST TEN

YEARS OF WORKING TOWARDS CLOSING

THE DIGITAL DIVIDE AND GIVES YOU

THE OPPORTUNITY TO 'SIGN' THE YEARBOOK WITH A MESSAGE OF  
SUPPORT, AND EARN AN HONORARY BADGE.

YOU CAN FIND THE YEARBOOK ON VERIZON'S TWITTER AND INSTAGRAM.

>> NOW, BEFORE I GO, IF YOU'RE IN NEED

OF SOME INSPIRATION YOU'LL WANT TO BE AT THE WOMEN'S COLAB FALL  
SUMMIT EMPOWERED BY VERIZON AND LUMINARY THIS THURSDAY, SEPTEMBER 22ND.

THIS HYBRID EVENT WILL FEATURE

CONVERSATIONS WITH WOMEN LEADERS FROM VERIZON, LUMINARY, ETSY,  
THE ESTEE LAUDER COMPANIES,

AMERICAN EXPRESS, CHEDDAR, AND MORE.

PLUS A SPECIAL KEYNOTE ON

RESILIENCY, CREATIVITY AND

FOLLOWING YOUR GUT WITH ENTREPRENEUR AND CEO SUZY BATIZT.

IT'LL BE A DAY FULL OF INSIGHTS

AND INSPIRATIONS TO HELP YOU

GROW YOUR CAREER AND YOUR NETWORK.

SO MAKE SURE YOU GET YOUR FREE VIRTUAL TICKET.



I'LL BE THERE, AND SHARE THE EVENT WITH YOUR FRIENDS AND FAMILY.

THIS EVENT IS OPEN TO ALL WOMEN INSIDE AND OUT OF VERIZON.

HEAD OVER TO THE LINK IN TODAY'S STORY TO REGISTER AND TO LEARN MORE.

THAT'S ALL FOR ME TODAY.

I HOPE YOU TUNE IN FOR THE REST OF THE WEEK.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.